

Complaints & Appeals

Policies and Procedures

Attachments:

- **Complaints and Appeals Form**

Complaints & Appeals - Policies and Procedures

The purpose of this document is to provide the policies and procedures for responding to problems (complaints) and appeals brought to our attention by users of the program, including specific concerns about examination items, administration procedures, treatment of examinees and potential examinees, or other matters involving potential legal defensibility of the examination or program.

The purpose of this document is to ensure all candidates have access to a fair, reasonable and timely complaints and appeals process.

The Always Food Safe Company is committed to ensuring that all candidates are provided with the best possible information, services and products. The Always Food Safe Company is also dedicated to meeting customer expectations and to monitoring and evaluating its performance.

The policies and procedures detailed below apply to all cases of complaints or appeals, and is available to all candidates who use any of the products or services of The Always Food Safe Company.

Policy on complaints about the examination

Candidates have the opportunity to provide feedback on the examination content and test administration procedures. If a candidate has a question or a concern about the reliability, validity, and/or fairness of the test, they may submit the question or concern in writing to the Always Food Safe Company no later than five calendar days after taking the examination.

If a candidate has concerns about administrative procedures at a testing site or if they've observed a breach of test security, the candidate should submit a report in writing to the Always Food Safe Company within five calendar days after taking the examination.

The Always Food Safe Company will not consider reports about test content or test administration procedures that are not submitted in writing within the five-day deadline. Receipt of the issue will be acknowledged by The Officer of Awards and Examinations and the candidate will be provided with a progress report within five business days or at the time of resolution, whichever comes first.

Policy on appeal of examination results

Candidates who fail the exam may appeal their results within thirty days of receipt of the score report and must make this request in writing. The Officer of Awards and Examinations will acknowledge receipt of the appeal and provide the appellant with a progress report within five business days that will contain procedures and actions to be taken. The Appeals Committee will review the response record and the determination will be communicated to the candidate within 30 calendar days. The decision of the Appeals Committee shall be final. Submission, investigation and decision on the appeal shall not result in any discriminatory actions against the appellant.

Policy on appeal of denial of request for special accommodations

Candidates who are denied a request for special accommodations may file an appeal with the Appeals Committee. Requests for an appeal must be made no later than 30 calendar days after the

accommodations are denied. The Officer of Awards and Examination will acknowledge receipt of the appeal and provide the appellant with a progress report within five business days that will contain procedures and actions to be taken. Within 60 calendar days of the receipt of the written appeal, the Appeals Committee will conclude its deliberations. The decision of the Appeals Committee is final. Submission, investigation and decision on the appeal shall not result in any discriminatory actions against the appellant.

Policy on appeal of suspension or revocation of certificate

Any examinee who is denied the right to sit an examination or has their certification suspended or certification revoked has the right to appeal the decision within 30 calendar days of the initial incident or decision.

Procedures

There may be occasions when individuals/parties may wish to file complaints against The Always Food Safe Company. This may be a Candidate or another (third) party.

The complaints and appeals process have three separate stages, depending on the nature of the complaint or appeal:

- An informal process between the candidate and proctor
- An informal process between the candidate and The Always Food Safe Company
- A more formal process for matters that have not been resolved by the informal process

Informal Procedure

In the first instance, we encourage all complaints to be resolved informally.

Proctors can assist in resolving the vast majority of informal complaints regarding the Certification Food Protection Manager (CFPM) Exam, that may arise before, during, or after, an exam session.

Complaints regarding the CFPM Exam should be submitted to the proctor in the first instance.

Complaints must be submitted to the proctor either before or after the exam session and not in any way that could distract or disrupt the exam session for other candidates.

If the complaint cannot be resolved informally in the first instance, candidates are encouraged to speak with one of The Always Food Safe Company's Customer Service team as a secondary route. The number for the Customer Service team is (844) 312-2011, or by email at help@alwaysfoodsafecom.com.

If the matter is resolved informally, there will be no need for official records to be kept, other than an entry in the electronic customer support log.

If the issue is not resolved informally, then the candidate should proceed with a written formal complaint or appeal.

Formal Procedure

Complainants must ensure that they provide a clear explanation of the problem and circumstances or other info that may be pertinent, including full name, address and telephone and email contact details.

A candidate may complain directly to The Always Food Safe Company about a matter relating The Always Food Safe Company actions/inactions, or to our Awarding Organization, ANAB.

To file a complaint or appeal, the Complaints & Appeals Form (which can be found below) must be filled in completely and delivered to The Always Food Safe Company in a timeline in accordance with stated policies, depending on the nature of the complaint or appeal. The form can be mailed to the following address: The Always Food Safe Company, Attn. Complaints and Appeals, 889 Montreal Circle, St. Paul, MN, 55102. The form may also be scanned and emailed to: help@alwaysfoodsafecom.com. All complaints and appeals made after the timeline stated in the policy will not be considered.

The candidate will be notified of the appeal outcome by phone, email or in writing within 30 days of receipt of the appeal at the Always Food Safe Company's office.

The Always Food Safe Company is committed to investigating all complaints reasonably, fairly and fully.

- All complaints and appeals will be approached in a fair and transparent manner with the complainant being provided information about their formal complaint/appeal with a corresponding resolution as deemed necessary.
- The internal formal process will be at no cost to the complainant.
- The Always Food Safe Company will ensure the matter is handled confidentially.

Complaints & Appeals Form

All complaints and appeals will be approached in a fair and transparent manner with the complainant being provided information about their formal complaint/appeal with a corresponding resolution as deemed necessary.

Name of Examination (if applicable):
Your Name:
Your Phone Number:
Your email address:
Your mailing address:

Reasons for the Complaint/Appeal:

For example: failed exam attempt, refusal of an accommodation

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Details of the Complaint/Appeal:

Please provide as much information as possible

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The Always Food Safe Company is committed to investigating all complaints reasonably, fairly and fully.